

To bill and manage Social Service Medical claims in ProviderOne, you must have the use the **EXT Provider Social Services Medical** profile. Follow these steps to check is you have the profile.

1. From the [Profile Page](#), (this is the 1st page you see after logging in.)

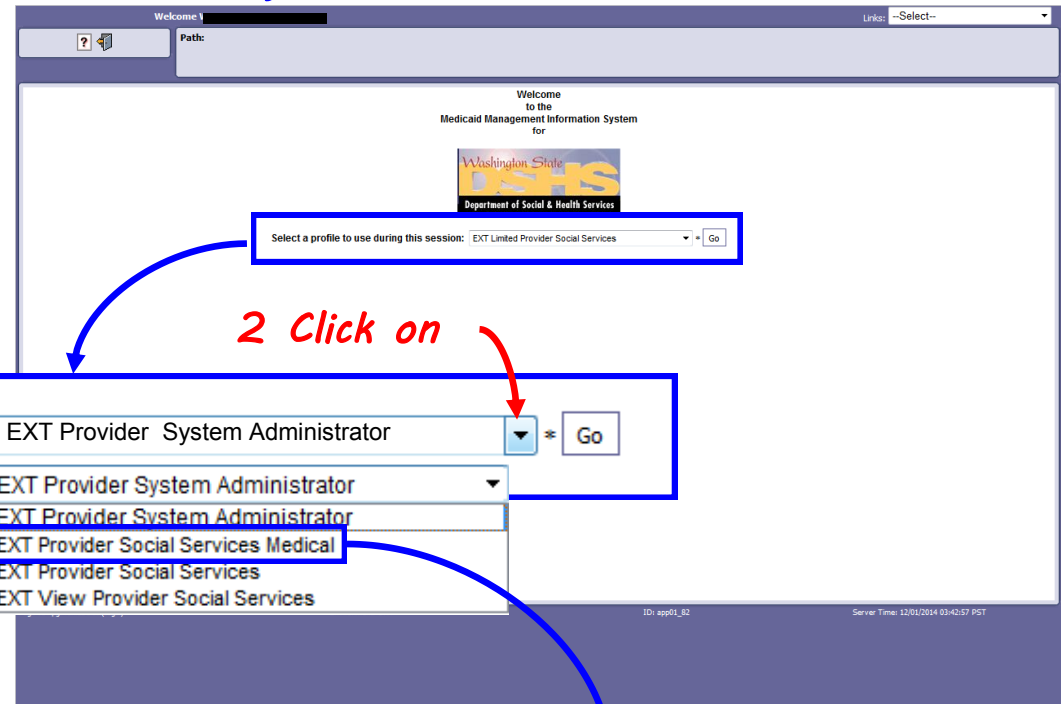
2. Click on  pull down menu

3. [View](#) EXT Provider Social Service Medical.

♦ If you [see](#) this profile in you list, then [skip](#) this lesson.

♦ If you [do not see](#) this profile in your list [follow the steps in this How To Guide](#) to add the profile.

## 1 Profile Page



1 Profile Page

Welcome to the Medicaid Management Information System for Washington State Department of Social & Health Services

Select a profile to use during this session: EXT Limited Provider Social Services

2 Click on

Select a profile to use during this session: EXT Provider System Administrator

EXT Provider System Administrator

EXT Provider System Administrator

EXT Provider Social Services Medical

EXT Provider Social Services

EXT View Provider Social Services

3

3

## EXT Provider Social Services Medical

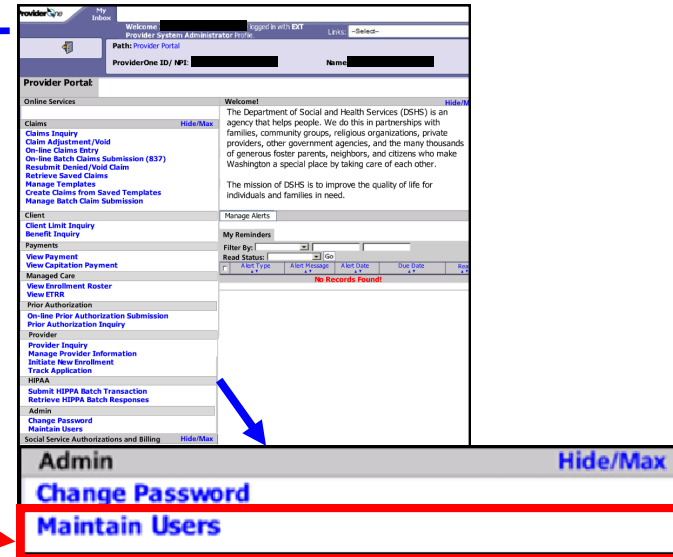
**Note:** The EXT Provider Social Services Medical profile is used to view authorizations, bill, manage claims, and manage your provider information. If it is not included in the list of available profiles on the Profile Page, you must add it to your list.

Some Social Service Medical providers who enrolled early may only have one “approved” profile: EXT Provider System Administrator. This How To Guide shows you the steps to add (and approve) the EXT Provider Social Services Medical profile. This profile allows you to bill and manage Social Service medical claims within ProviderOne.

## 1 Portal Page

Welcome Jones, Katherine. You have logged in with EXT Provider System Administrator Profile. [Links:](#)

**Note:** You must be in the System Administrator profile to add a profile. To change your profile, see pg. 11.

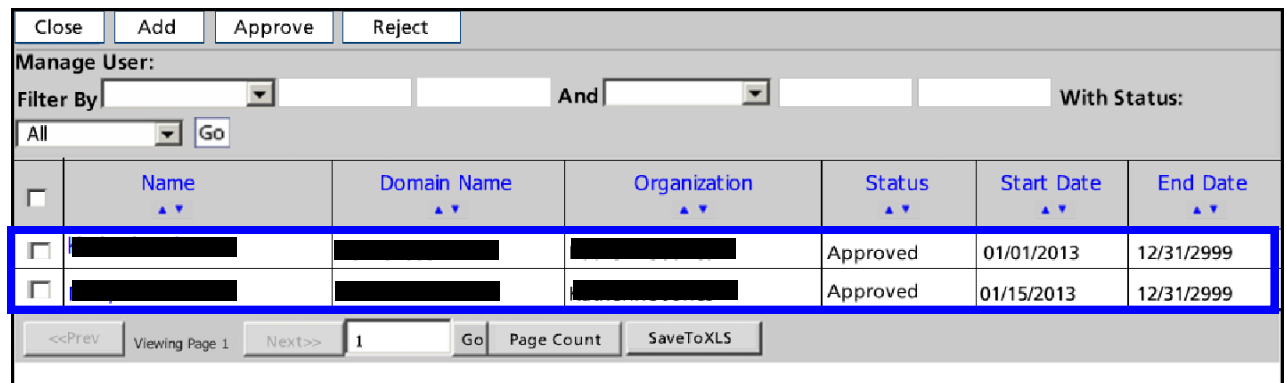


1. From the [Portal Page](#)

2. [Click on](#) Maintain Users link

3. Maintain User page [appears](#) showing the users within the domain.

## 3 Maintain User Page



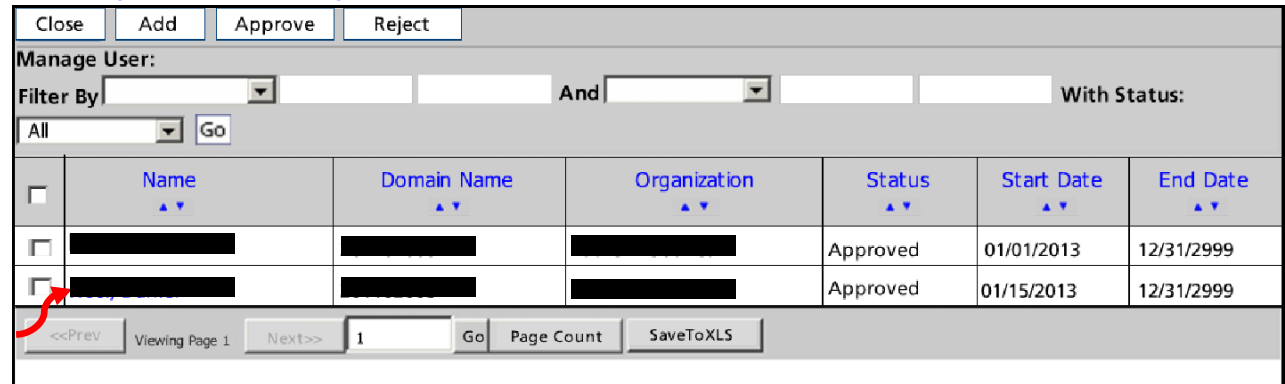
	Name	Domain Name	Organization	Status	Start Date	End Date
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	Approved	01/01/2013	12/31/2999
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	Approved	01/15/2013	12/31/2999

The System Administrator assigns profiles to users within their domain, including adding profile to themselves.

## Manage User Page

4. Click on user 's name

4 Click On

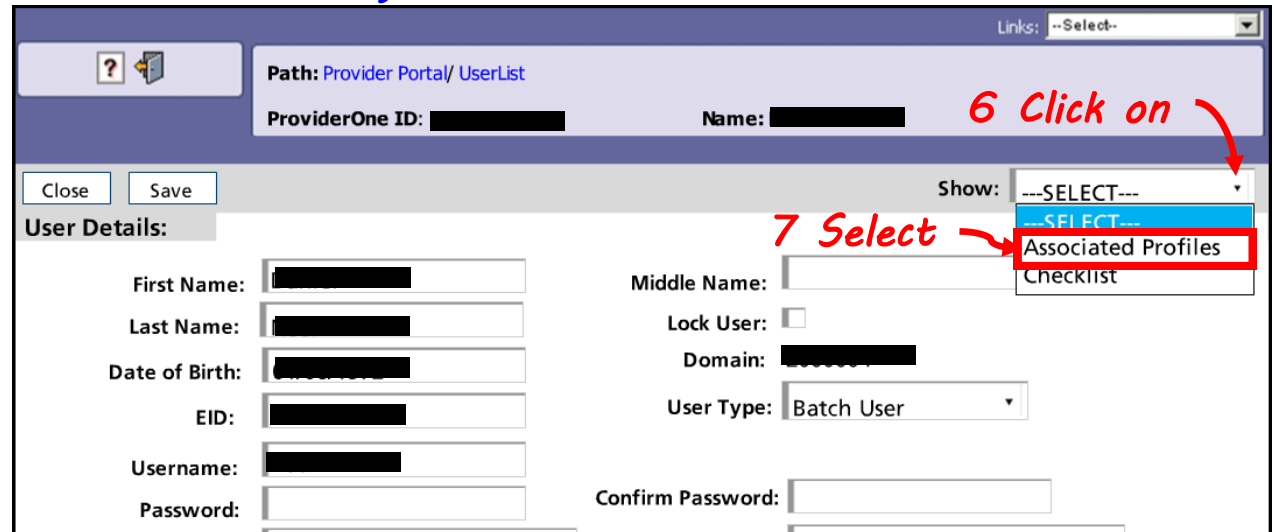


## 5 User Details Page

5. User Details Page appears

6. Click on  drop down menu

7. Select Associated Profiles



8. Manage User Profiles Page appears

## 8 Manage User Profiles Page

10 Click on

9. Showing existing assigned profiles

10. Click on Add

ProviderOne My Inbox

Welcome [redacted] You have logged in with EXT  
Provider System Administrator Profile.

Path: Provider Portal/ Provider Portal/ UserList/ UserDetails/ UserProfileList

ProviderOne ID: [redacted] Name: [redacted]

Close Add Approve Reject

Manage User Profiles:

Filter By: [dropdown] [input] With Status: All [dropdown] Go

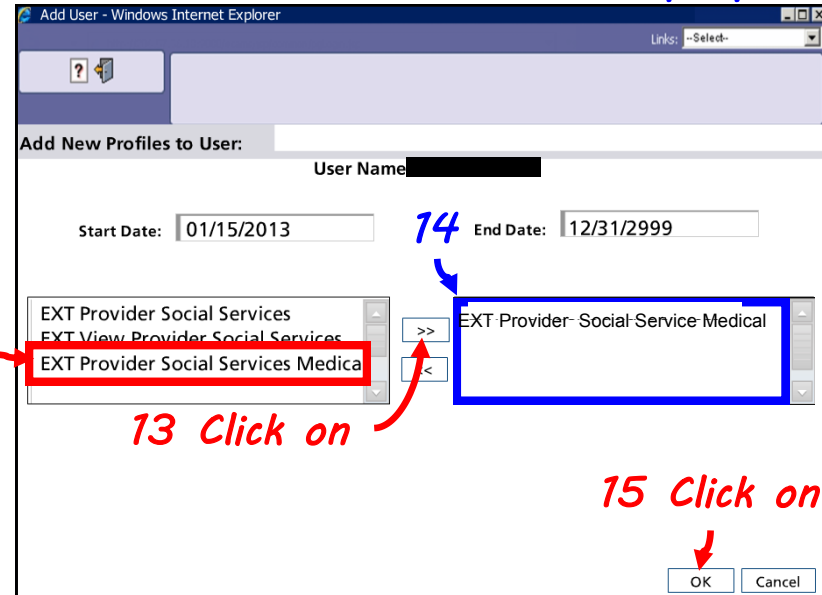
	Name	Description	Start Date	End Date	Status
<input type="checkbox"/>	[redacted]	EXT Provider System Administrator	01/15/2013	12/31/2999	Approved

<<Prev Viewing Page 1 Next>> 1 Go Page Count SaveToXLS

9

11. Add New Profiles to User pop-up appears
12. **Select** Ext Provider Social Service Medical

## 11 Add New Profiles to User Pop-up



13. Click on 

14. Selected profile appears

15. Click on OK

Some users may see a long list of profile options. Select **EXT Provider Social Service Medical**.

This profile will allow you to view authorizations, ill and manage social service medical claims, and manage provider Information.

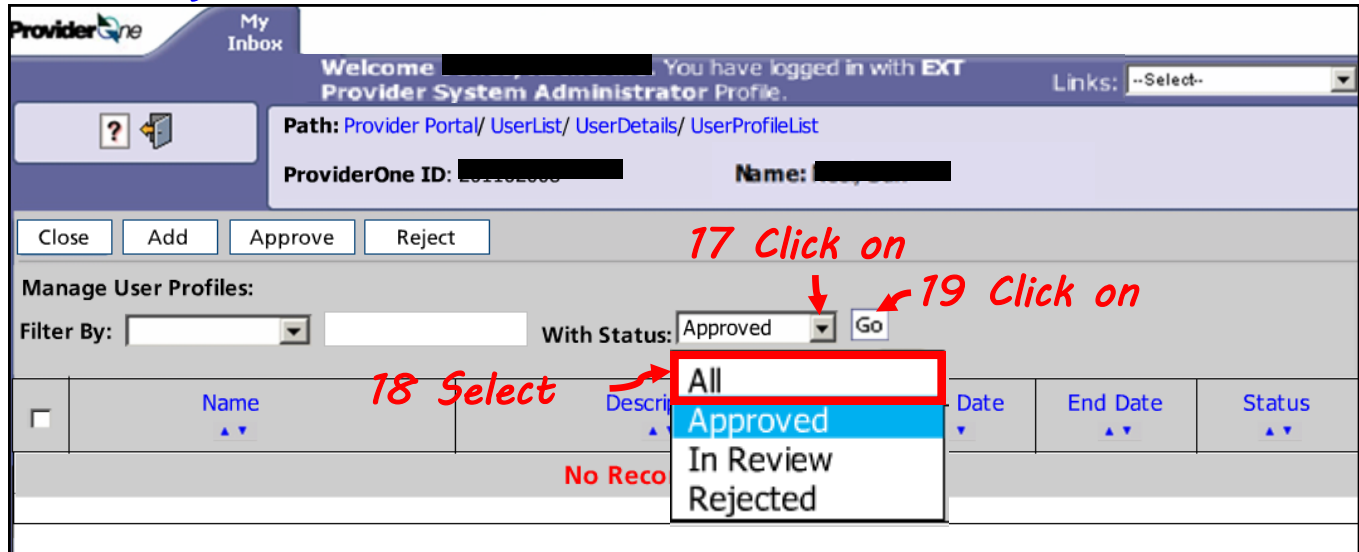
16. Manage User Profiles List appears

17. Click on  drop down menu

18. Select All

19. Click on Go

## 16 Manage User Profiles List



17 Click on

18 Select

19 Click on

“All” shows all users within the domain regardless of their status. By default, ProviderOne will otherwise only show users in “Approved” status.

# Assign Profile

20. The list changes to show new profile with a status of In Review

21. Click on box next ☒ to name

22. Click on Approve

## Manage User Profiles List

ProviderOne My Inbox

Welcome [redacted]. You have logged in with EXT  
Provider System Administrator Profile.

Links: --Select--

Path: Provider Portal/ Provider Portal/ UserList/ UserDetails/ UserProfileList

ProviderOne ID: [redacted] Name: [redacted]

Close Add Approve Reject

Manage User Profiles:

Filter By: [dropdown] [input] With Status: All [dropdown] Go

	Name	Description	Start Date	End Date	Status
<input checked="" type="checkbox"/>	[redacted]	EXT Provider Social Service Medical	01/15/2013	12/31/2999	In Review

<<Prev Viewing Page 1 Next>> 1 Go Page Count SaveToXLS

22 →

A profile must have a Status of Approved to be used in ProviderOne.

20

23. Update Status Pop-up appears

24. Click on OK

25. Status changes to Approved

26. Click on Close

## 23 Update Status Pop-up

## Manage User Profiles List

26 Click on →

The System Administrator can now use the EXP Provider Social Service Medical profile for billing and claims management.



Once you have added the EXT Provider Social Service Medical profile, this section shows you how to change your profile so you can bill and manage claims.

1. From any page, such as the Portal Page
2. Click on My Inbox

2 Click on

1 ProviderOne Page

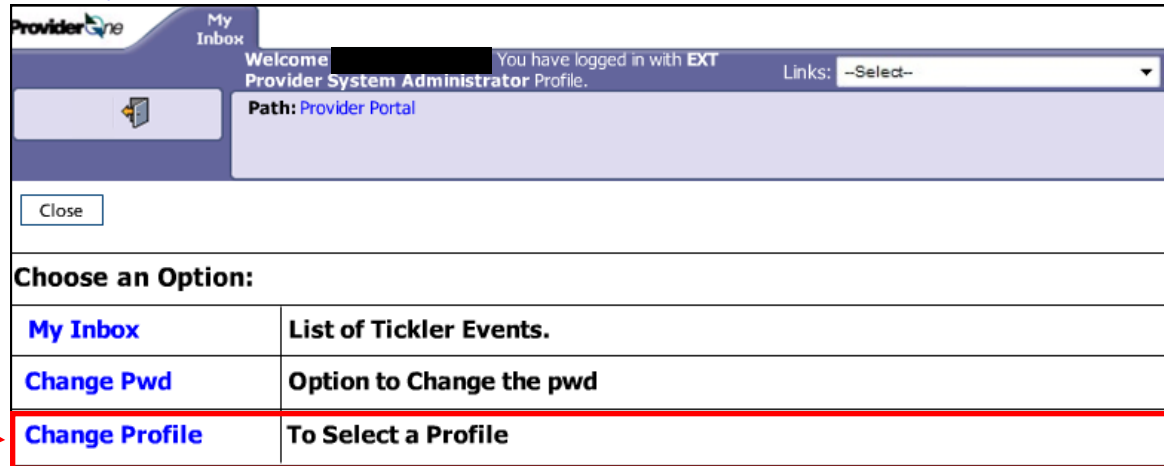


The screenshot shows the ProviderOne System Administrator Profile page. The top navigation bar includes 'My Inbox', 'Welcome', and 'You have logged in with EXT'. The main content area is divided into two columns. The left column contains a 'Provider Portal' section with a list of links under various categories: Online Services (Claims Inquiry, Claim Adjustment/Void, On-line Claims Entry, On-line Batch Claims Submission (837), Resubmit Denied/Void Claim, Retrieve Saved Claims, Manage Templates, Create Claims from Saved Templates, Manage Batch Claim Submission), Client (Client Limit Inquiry, Benefit Inquiry), Payments (View Payment, View Capitation Payment), Managed Care (View Enrollment Roster, View ETRR), Prior Authorization (On-line Prior Authorization Submission, Prior Authorization Inquiry), Provider (Provider Inquiry, Manage Provider Information, Initiate New Enrollment, Track Application), HIPAA (Submit HIPPA Batch Transaction, Retrieve HIPPA Batch Responses), Admin (Change Password, Maintain Users), and Social Service Authorizations and Billing (Social Service Claim Inquiry, Social Service Claim Adjustment/Void, Social Service Billing Screen, Social Service Batch Upload, Social Service Batch File Status, Social Service Resubmit Denied/Void, Social Service Retrieve Saved Claims, Social Service Manage Template, Social Service Create Claims from Saved Templates, Social Service Manage Batch Submission, Social Service View Authorization List). The right column displays a welcome message and a 'My Reminders' section with a table showing no records found.

3. My Inbox page appears

4. Click on Change Profile

## 3 My Inbox

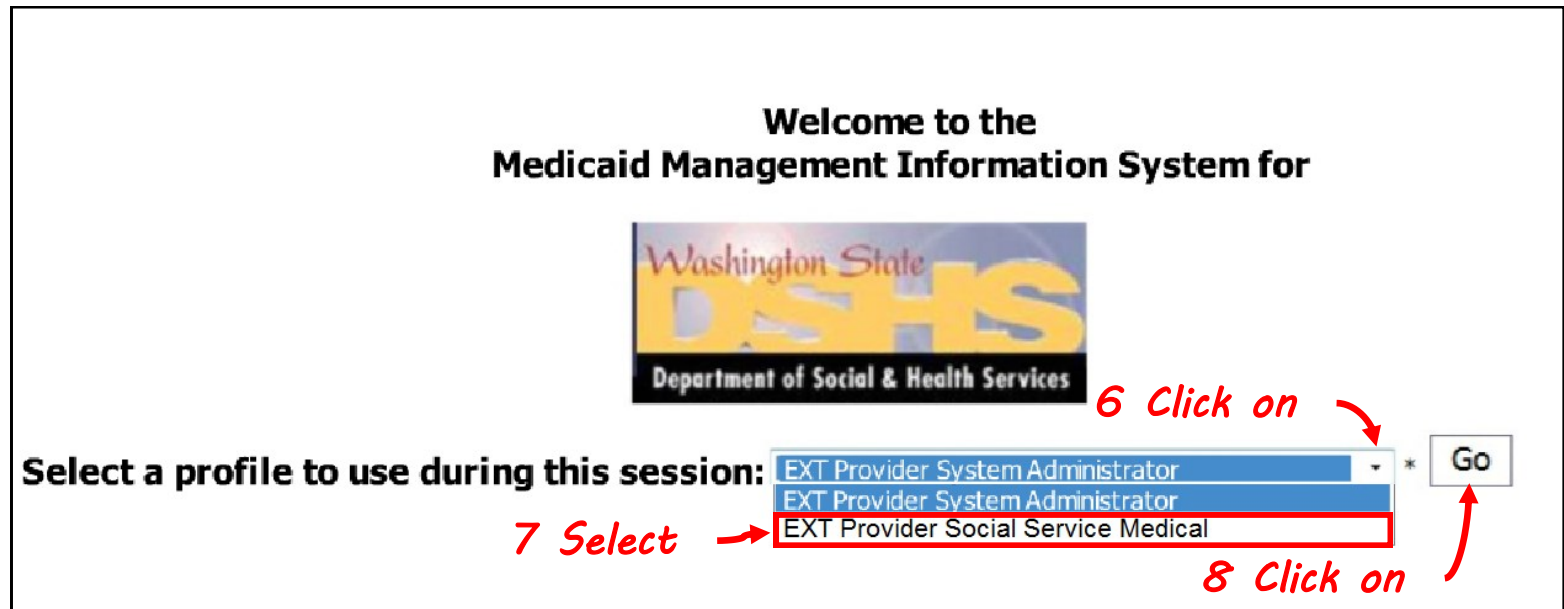


Choose an Option:	
<a href="#">My Inbox</a>	List of Tickler Events.
<a href="#">Change Pwd</a>	Option to Change the pwd
<a href="#">Change Profile</a>	To Select a Profile

4 Click on →

5. Profile Page appears
6. Click on ▾ pull down menu
7. Select EXT Provider Social Service Medical
8. Click on Go

## 5 Profile Page



Welcome to the  
Medicaid Management Information System for

Washington State  
DSHS  
Department of Social & Health Services

Select a profile to use during this session:

EXT Provider System Administrator  
EXT Provider System Administrator  
EXT Provider Social Service Medical

Go

6 Click on

7 Select

8 Click on

9. Profile Page **appears** showing new profile

## ProviderOne Page

**9**

The screenshot shows the ProviderOne web application interface. The top navigation bar includes 'My Inbox' and 'Welcome [User Name] You have logged in with EXT'. Below this, the 'Provider Portal' header is visible, showing 'Path: Provider Portal' and 'ProviderOne ID: [Redacted] Name: [Redacted]'. The main content area is divided into two columns. The left column, titled 'Online Services', contains a list of links: 'Claims', 'Claims Inquiry', 'Claim Adjustment/Void', 'On-line Claims Entry', 'On-line Batch Claims Submission (837)', 'Resubmit Denied/Void Claim', 'Retrieve Saved Claims', 'Manage Templates', and 'Create Claims from Saved Templates'. The right column, titled 'Welcome!', contains a message from the Department of Social and Health Services (DSHS) and its mission statement. A blue arrow points from the 'Create Claims from Saved Templates' link in the 'Online Services' section to the 'Provider Portal' header area.